



DHS Expected Practices

Specialty: All Specialties

Subject: Rescheduling of eConsult Patients

Date: October 15, 2013

Purpose:

To clarify the procedure for rescheduling patients who have been previously scheduled via eConsult, but who have missed their specialty appointments.

Target Audience:

DHS and Community Partner providers using the eConsult system.

Expected Practice:

If a patient who has been previously scheduled by the DHS Appointment Service Center (DHS ASC) misses their appointment and wants to be rescheduled, the following procedure can be followed:

1. The patient can be rescheduled directly by the DHS ASC without another eConsult provided the following criteria are met:
 - a. The last eConsult interaction regarding the patient was no more than 6 months prior to the time of rescheduling.
 - b. The patient has not missed more than 2 appointments in a row.
2. For rescheduling, the patient can call the DHS ASC directly at (855) 521-1718.

This Expected Practice was developed by a DHS Specialty-Primary Care Work Group to fulfill the DHS mission to ensure access to high-quality, patient-centered, and cost-effective health care. SPC Work Groups, composed of specialist and primary care provider representatives from across LA County DHS, are guided by 1) real-life practice conditions at our facilities, 2) available clinical evidence, and 3) the principle that we must provide equitable care for the entire population that LA County DHS is responsible for, not just those that appear in front of us. It is recognized that in individual situations a provider's clinical judgment may vary from this *Expected Practice*, but in such cases compelling documentation for the exception should be provided in the medical record.